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RILEY BOYLE

v.

LEGACY HEALTH PLAN NO. 504, LEGACY HEALTH, and  
PACIFICSOURCE HEALTH PLANS

File Name: disc\_rec\_PS\_002999\_2017.08.16\_Phone  
Call\_Boyle.wav

1 RITA: This is Rita. How can I help  
2 you?

3 HEATHER: Rita, my name is Heather.  
4 I'm calling from a facility to verify benefits,  
5 if I may.

6 RITA: Of course. What office are you  
7 calling from?

8 HEATHER: This is Solacium in New  
9 Haven. We're actually in Utah.

10 RITA: Okay. And what's a good call  
11 back phone number for you?

12 HEATHER: Direct, 435-229-5498.

13 RITA: And the member's ID, please.

14 HEATHER: I show it as being 200498139.

15 RITA: Member's name and date of birth.

16 HEATHER: For Riley Boyle.

17 RITA: And let me just double-check  
18 her.

19 HEATHER: 8/15/2000.

20 RITA: Perfect. Let me just get this  
21 plan pulled up here.

22 HEATHER: Sure. Thanks.

23 RITA: Okay. So I do show member  
24 effective 1/1/2017 on our medical Legacy Employee  
25 Health Plan and still current. Would you like me

Page 2

1 to double-check you guys are in-network with the  
2 Legacy plan?

3 HEATHER: Oh, I already know we're out.

4 RITA: Okay. And what type of service  
5 is it for?

6 HEATHER: Residential mental health  
7 out-of-network.

8 RITA: So for out of network, there's  
9 no coverage.

10 HEATHER: No out-of-network?

11 RITA: No.

12 HEATHER: Okay. That's why we call in  
13 advance.

14 RITA: Yes.

15 HEATHER: I appreciate it. Thank you.

16 RITA: Yeah, definitely. You're  
17 welcome. You have a wonderful day.

18 HEATHER: All right, Rita. You too.

19 RITA: Bye-bye.

20 HEATHER: Bye.

21

22

23

24

25

C E R T I F I C A T I O N

I, Sonya Ledanski Hyde, certify that the  
foregoing transcript is a true and accurate  
record of the proceedings.

Sonya M. Ledanski Hyde

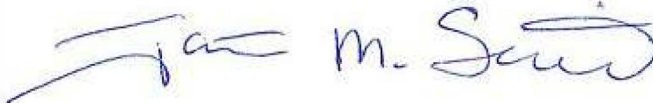
Veritext Legal Solutions  
330 Old Country Road  
Suite 300  
Mineola, NY 11501

Date: May 11, 2021

C E R T I F I C A T E

I, Janette M. Schmitt, a Certified Shorthand Reporter for Oregon, do hereby certify that after having listened to an audio recording, that Sonya Ledanski Hyde transcribed all testimony adduced and other oral proceedings had, and that thereafter her notes were reduced to typewriting under her direction; and that the foregoing transcript, pages 1 to 4, both inclusive, constitutes a full, true and accurate record of all such testimony adduced and oral proceedings had, and of the whole thereof.

Witness my hand and CSR stamp at Vancouver, Washington, this 11th day of May, 2021.



JANETTE M. SCHMITT

Certified Shorthand Reporter

Certificate No. 90-0093

Expiration Date: 6/30/2023

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